

The Relationship Between Stress And Organisational Commitment

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Abstract- *This study aims to investigate the relationship between stress and organizational commitment amongst employees in the Information Technology sector. Studying the relationship between them holds an important significant factor. Organisational commitment, the key determinant of employees productivity and the influence of stress in the same gives an exposure to how much stress impacts the commitment in employees. The research design employed in this study is Descriptive research with a sample size of 56. The questionnaire was circulated in the form of Google forms.*

Keywords- Stress, Organizational commitment, Productivity

I. INTRODUCTION

STRESS

Stress is a physiological and psychological response to a situation that is perceived to be threatening to an individual. It is a natural phenomenon for an individual to go through stress as it is a reaction or response that an individual exhibits to a situation.

Stress is a normal reaction to everyday pressures but can become unhealthy when it upsets your day-to-day functioning. Stress involves changes affecting nearly every system of the body, influencing how people feel and behave. By causing mind-body changes, stress contributes directly to psychological and physiological disorder and disease and affects mental and physical health, reducing quality of life. (APA, 2020). Stress is experienced by every individual but the difference occurs in how one chooses to respond to stress differs from one and other. There are two main types of stress namely: Eustress and Distress. Eustress is the positive kind of stress that occurs in people that tends to encourage an them in their growth and productivity. Distress is the negative kind of stress that occurs when people feel anxious and overwhelmed. Organizational stress is defined as the level of environmental demand that can disrupt or enhance an individual's physiological or psychological state and change the normal mode of functioning (Schuler, 1980).

ORGANIZATIONAL COMMITMENT

Organizational Commitment in simple terms refers to the degree of how much team members feel dedicated and engaged to their organization. It helps in increasing the job satisfaction, reduces turnover, better performance, belongingness, and healthy work culture. Organizational commitment is defined as “a psychological state that characterizes the employee's relationship with the organization, and has implications for the decision to continue or discontinue membership in the organization” (Meyer & Allen, 1991)

II. REVIEW OF LITERATURE

Öznur Tulunay Ates, Neslin Ihtiyaroglu (2019) **Analysis of the Relationship between Stress and Organizational Commitment in Employees: A Meta-Analysis Study, Journal of Education and Training Studies 7 (1), 94-106, 2019.** This research aims to investigate the relationship of stress and organizational commitment in employees with meta-analysis method. In the literature review, 22 studies and 42 comparisons were found which meet the determined criteria. "Fisher z" value was used to calculate impact size values and impact direction and overall impact of the research were analyzed with random impact model. As a result of the analysis, it was determined that stress have a weak positive relationship impact on organizational commitment. In addition, it was also determined that there is a negative and weak relationship impact between stress and affective commitment, positive and weak relationship impact between stress and normative commitment and positive and small relationship impact between stress and continuance commitment in employees. In the research, it was seen that the impact of stress on organizational commitment vary according to the sector that employees work in.

Misbah Hayat Bhatti (2016) **Relationship between job stress and organizational commitment: An empirical study of banking sector Journal of Business Management and Economics 7 (1), 29-37, 2016.** Stress can be defined as experienced discrepancy between demand of environment and capabilities of individual. In every phase of life, every individual has to face stress. Employees in different organizations face stress. Especially in the banking sector,

employees face great stress due to many stress antecedents like lack of support from supervisors, great pressure of work, problematic co-workers relationship and family and work life conflicts. All these stressors lead to low organizational commitment and absenteeism. The aim of this study is to check the impact of job stress on organizational commitment in the banking sector. For this purpose, 30 questionnaires were filled by the employees of 3 different banks. Results demonstrate the negative and significant relationship between job stress and organizational commitment. Results also show that stress is a major cause that decreases the employee's commitment towards the organization.

Cristiana Catalina Cicei (2012) Occupational stress and organizational commitment in Romanian public organizations, Procedia-Social and Behavioral Sciences 33, 1077-1081, 2012. Studies indicate that high level of stress can lead to low organizational commitment, which can contribute to voluntarily employee turnover and may lead to low overall firm's performance. Occupational Stress Scale (House, McMichael, Wells, Kaplan & Landerman, 1979) and Affective, Normative and Continuance Commitment Scales (Meyer & Allen, 1997) were applied on a sample of 102 employees from five Romanian public organizations. Negative significant correlations have been identified between occupational stress and affective and continuance commitment, enhancing the need for designing tailored interventions in view of reducing stress and enhancing commitment in Romanian public organizations.

A Khatibi, H Asadi, M Hamidi (2009) The relationship between job stress and organizational commitment in National Olympic and Paralympic Academy, World Journal of Sport Sciences 2 (4), 272-278, 2009. The purpose of this research was to study the relationship between job stress and organizational commitment in National Olympic and Paralympic Academy (NOPA) employees. Statistical population of this research included all employees (full time) of NOPA and statistical sample was equal to the statistical population (n= 59). Job stress questionnaire (JSQ) and organizational commitment questionnaire were used to gather the data. The results indicated a negative significant relationship between job stress and organizational commitment, affective commitment and normative commitment, but there was not a significant relationship between job stress and continuance commitment.

Ioannis Nikolaou, Ioannis Tsaousis (2002) Emotional intelligence in the workplace: Exploring its effects on occupational stress and organizational commitment, The international Journal of organizational analysis 10 (4), 327-342, 2002. The purpose of the present study is to explore

the relationship between emotional intelligence and sources of occupational stress and outcomes on a sample of professionals in mental health institutions. A total of 212 participants were administered the Emotional Intelligence Questionnaire as well as the Organizational Stress Screening Tool (ASSET), a new organizational screening tool, which measures workplace stress. The results were in the expected direction showing a negative correlation between emotional intelligence and stress at work, indicating that high scorers in overall EI suffered less stress related to occupational environment. A positive correlation was also found between emotional intelligence and organizational commitment, which according to the ASSET model is considered as a consequence of stress, suggesting a new role for EI as a determinant of employee loyalty to organizations. Finally, the relationship between EI, job stress, and various demographic variables such as gender, age, and education was investigated and results are discussed in the light of the organizational framework.

RESEARCH METHODOLOGY

Research methodology is a way of explaining how a researcher intends to carry out their research. It's a logical, systematic plan to resolve a research problem. A methodology details a researcher's approach to the research to ensure reliable, valid results that address their aims and objectives. It encompasses what data they're going to collect and where from, as well as how it's being collected and analysed.

RESEARCH DESIGN

A Research design is purely the framework for the study, it guides the collection and analysis of data. It serves as a blue print that ought to be followed in a study. The research design employed for this study is “**Survey research design**”.

SOURCES OF DATA

Primary Data

This refers to the source to be tapped for relevant information that fulfils the objective of the data. In the present study, the researcher mainly made use of the primary data collected from the survey method.

Secondary Data

The secondary source of data is collected from materials like books, journals, magazines and related websites.

SAMPLING UNIT

The sampling unit is IT sector at Chennai

SAMPLE ELEMENT

The sample elements are employees of IT sector

TOTAL POPULATION

The total population of IT employees in Chennai are More than one lakh

SAMPLE SIZE

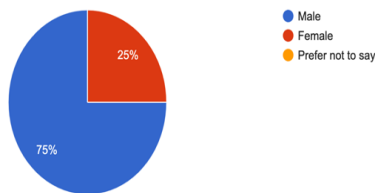
Sample size measures the number of individual samples or observations used in a survey or experiment. **The sample size of the study is 56.**

TOOLS USED FOR DATA COLLECTION

A standardised questionnaire was used to measure the relationship between stress and organizational commitment. The questionnaire consist of 18 questions. The questions were distributed to the respondents through google forms.

III. DEMOGRAPHIC DETAILS

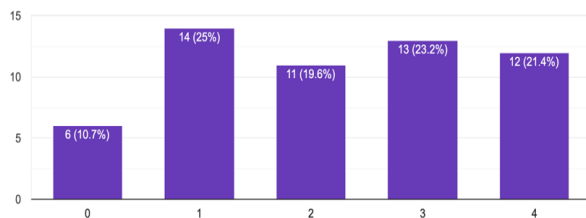
Gender
56 responses



Inference: Out of 56 respondents in the survey, 75% are male and 25% are female.

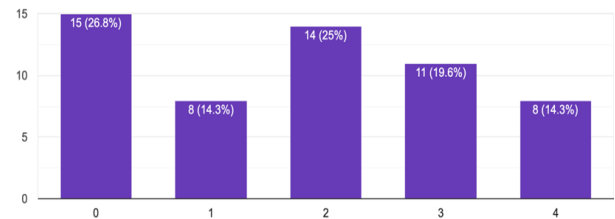
STRESS

In the last month, how often have you been upset because of something that happened unexpectedly?
56 responses



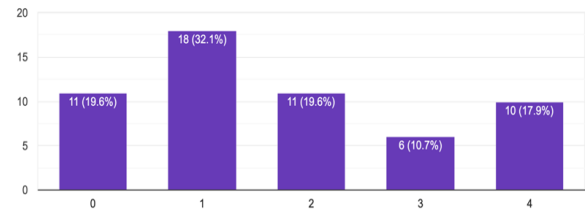
Inference: From the above table, it is inferred that 25% of the respondents feel that they have almost never been upset about something that happened unexpectedly in the last month. 10.7% of respondents feel that they have been upset about something unexpectedly in the last month.

In the last month, how often have you felt that you were unable to control the important things in your life?
56 responses



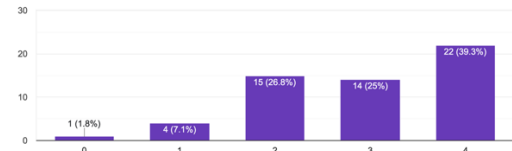
Inference: From the above table, it is inferred that . 26.8% of the respondents feel that never unable to control the important things in their life. 14.3% of the respondents have almost never felt that they were unable to control the important things in their life. 14.3% of the respondents have very often felt that they were unable to control the important things in their life

In the last month, how often have you felt nervous and stressed?
56 responses



Inference: From the above table, it is inferred that 32.1% of the respondents have almost never felt nervous and stressed. 10.7% of the respondents have fairly often felt nervous and stressed.

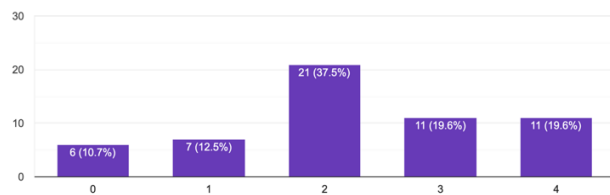
In the last month, how often have you felt confident about your ability to handle your personal problems?
56 responses



Inference: From the above table, it is inferred that 39.3% of respondents have felt very often confident about their ability to handle their personal problems.1.8% of respondents have

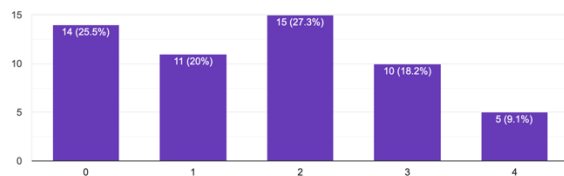
never felt confident about their ability to handle their personal problems.

In the last month, how often have you felt that things were going your way?
56 responses



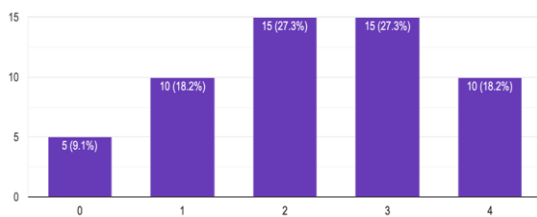
Inference: From the above table, it is inferred that 37.5% of respondents sometimes felt that things were going on their way. 10.7% of respondents have never felt that things were going on their way.

In the last month, how often have you found that you could not cope with all the things that you had to do?
55 responses



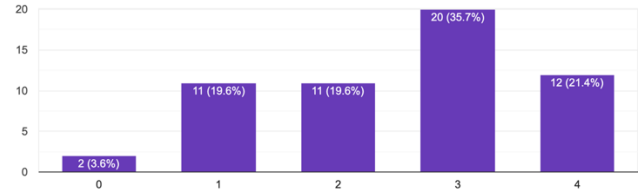
Inference: From the above table, it is inferred that 27.3% of respondents sometimes found out that they could not cope with all the things that they had to do. 9.1% of respondents very often found out that they could not cope with all the things that they had to do.

In the last month, how often have you been able to control irritations in your life?
55 responses



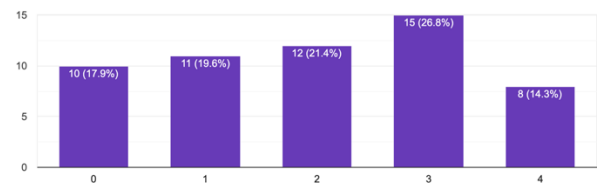
Inference: From the above table, it is inferred that 27.3% of respondents sometimes have been able to control irritations in their life. 27.3% of respondents fairly often have been able to control irritations in their life. 9.1% of respondents never have been able to control the irritations of their life.

In the last month, how often have you felt that you were on top of things?
56 responses



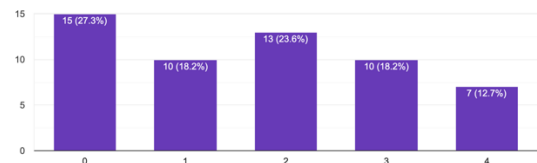
Inference: From the above table, it is inferred that 35.7% of respondents have felt that fairly often they have felt that they were on top of things. 3.6% of the respondents have never felt that they were on top of things.

In the last month, how often have you been angered because of things that happened that were outside of your control?
55 responses



Inference: From the above table, it is inferred that 26.8% have been angered because of things that happened that were outside of their control. 14.3% of respondents have been angered because of things that happened that were outside of their control.

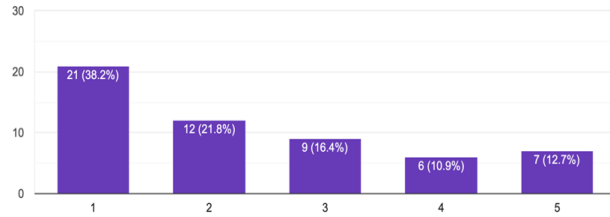
In the last month, how often have you felt difficulties were piling up so high that you could not overcome them?
55 responses



Inference: From the above table, it is inferred that 27.3% of respondents have never felt difficulties were piling up so high that they could not overcome them and 12.7% of the respondents have very often felt difficulties were piling up so high that they could not overcome them.

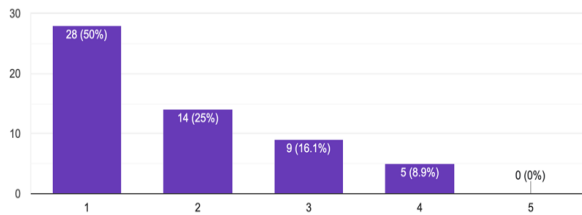
IV. ORGANISATIONAL COMMITMENT

I feel bad if this organisation is making loss.
55 responses



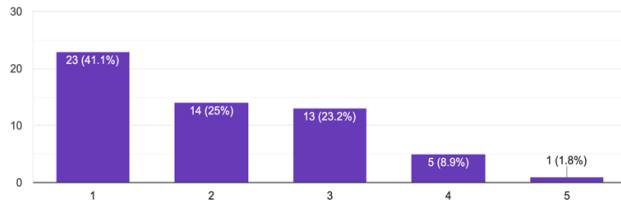
Inference: From the above table, it is inferred that 38.2% of respondents strongly agree to feel bad if their organisation is making a loss. 10.9% of respondents disagree to feel bad if their organisation is making a loss.

I am contributing to the achievement of goals of this organisation.
56 responses



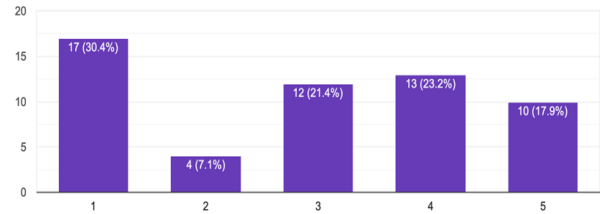
Inference: From the above table, it is inferred that 50% of respondents strongly agree that they are contributing to the goals of the organisation. 8.9% of respondents disagree that they are contributing to the goals of the organisation.

I do not like somebody tarnishing the image of this organisation.
56 responses



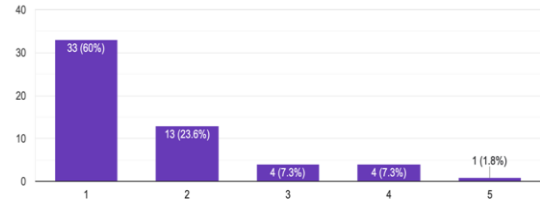
Inference: From the above table, it is inferred that 41.1% of respondents strongly agree that they do not like somebody tarnishing the image of the organisation and 1.8% strongly disagree that they do not like somebody tarnishing the image of the organisation.

I have been working even on holidays in this organisation.
56 responses



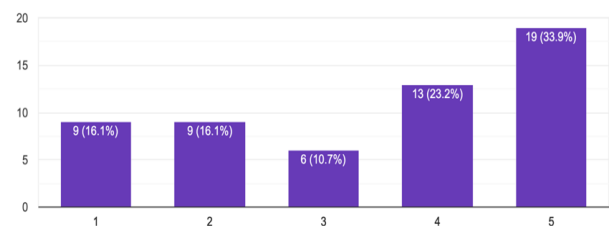
Inference: From the above table, it is inferred that 30.4% of respondents strongly agree that they have been working even on holidays in this organisation and 7.1% of respondents agree that they have been working even on holidays in this organisation.

An employee should be concerned about the image of his/her organisation.
55 responses



Inference: From the above table, it is inferred that 60% of respondents strongly agree that an employee should be concerned about the image of their organisation and 1.8% of respondents strongly disagree that an employee should be concerned about the image of their organisation.

I do not stay back in the organisation after office hours even if required.
56 responses



Inference: From the above table, it is inferred that 33.9% strongly disagree that they do not want to stay back in the organisation after office hours even if required and 10.7% feel neutral about staying back in the organisation after office hours even if required.

VI. CONCLUSION

The purpose of this research is to find out the relationship between stress and organisational commitment. For this, a sample of 56 IT sector employees were taken as a sample by using a standardised questionnaire. The focus was to understand the relationship between the variables and the impact it has on each other.

REFERENCES

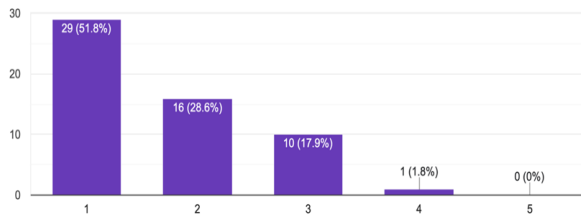
[1] <https://www.apa.org>.
<https://www.apa.org/topics/stress#:~:text=Stress%20involves%20changes%20affecting%20nearly,health%2C%20reducing%20quality%20of%20life>

[2] [https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3268890/#:~:text=Organizational%20stress%20is%20defined%20as,functioning%20\(Schuler%2C%201980\)](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3268890/#:~:text=Organizational%20stress%20is%20defined%20as,functioning%20(Schuler%2C%201980)).

[3] <https://www.indeed.com/career-advice/career-development/organizational-commitment#:~:text=What%20is%20organizational%20commitment%3F,rather%20than%20seek%20opportunities%20elsewhere>.

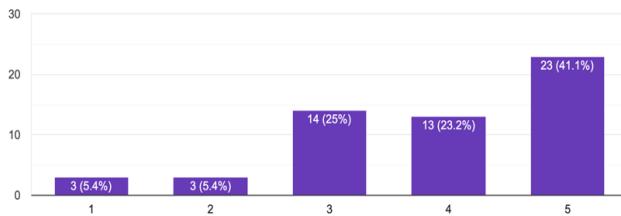
[4] <https://journals.co.za/doi/epdf/10.10520/EJC92883>

I am committed to the welfare of my organisation.
56 responses



Inference: From the above table, it is inferred that 51.8% strongly agree that they are committed to the welfare of the organisation and 1.8% of the respondents disagree that they are committed to the welfare of the organisation.

I do not like the goals of this organisation.
56 responses



Inference: From the above table, it is inferred that 41.1% of respondents strongly disagree that they do not like the goals of the organisation and 5.4% of respondents agree that they do not like the goals of the organisation and 5.4% of respondents strongly agree that they do not like the goals of the organisation.

V. FINDINGS

- Promoting work life balance would help the employees to reduce their stress levels and build an organisational commitment.
- Empowering employees would bring in a sense of belongingness and enhance the organisational commitment in them.
- Prioritise employee well-being initiatives and promote a supportive work culture.
- Provide opportunities for personal growth so the employees feel a part of the organisation.
- Foster a better communication between the management and employees to enhance inclusion amongst them